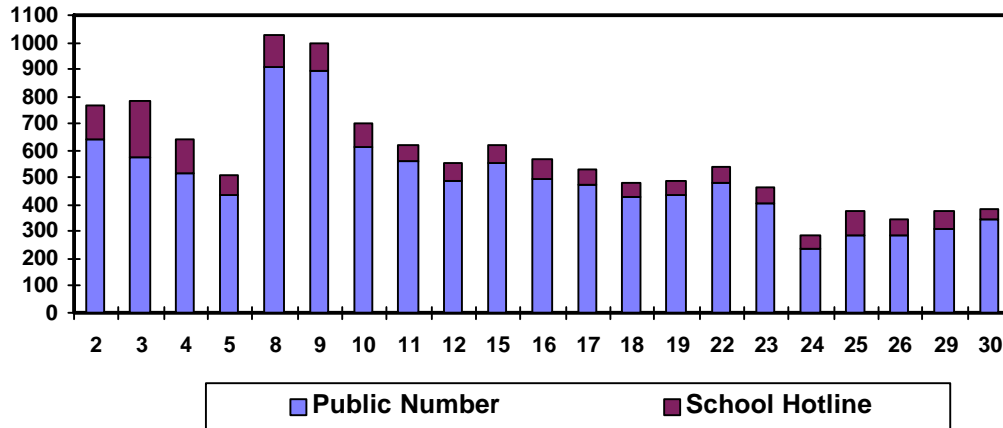


# GRANT SERVICES BRANCH

## SUMMARY OF MONTHLY ACTIVITY

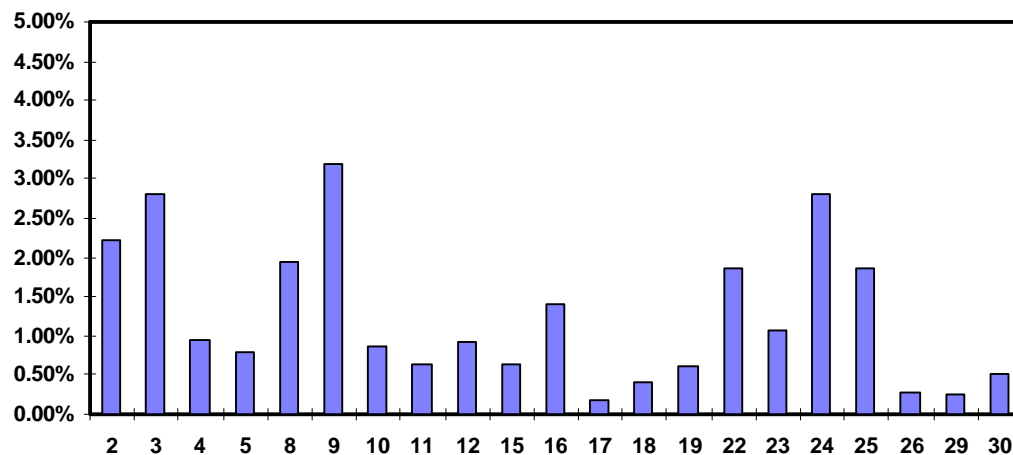
### TOTAL CALLS RECEIVED



**Total calls received: 12,058 (1,690 calls were through the School Hotline)**

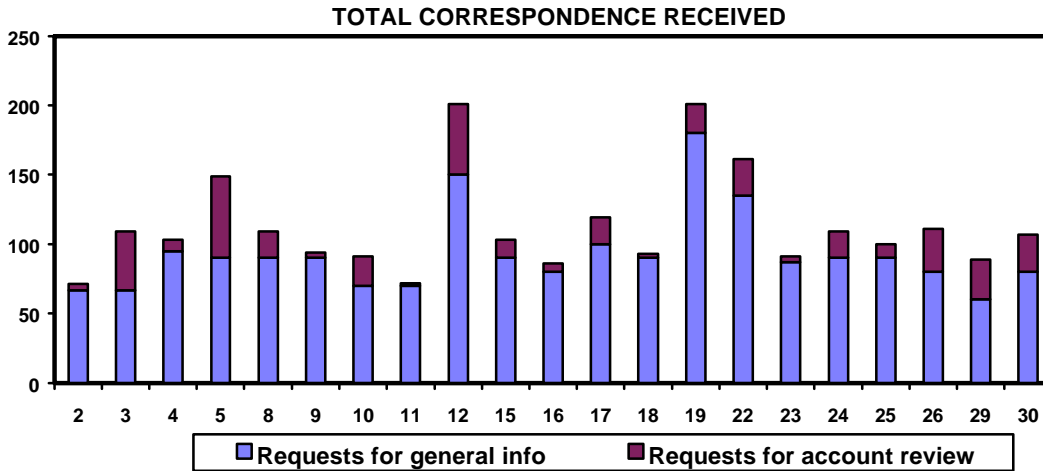
This chart represents calls through the Commission's Grant Services, Cal Grant Unit. Calls made to other departments within the Commission are not included.

### PERCENT CALLS ABANDONED

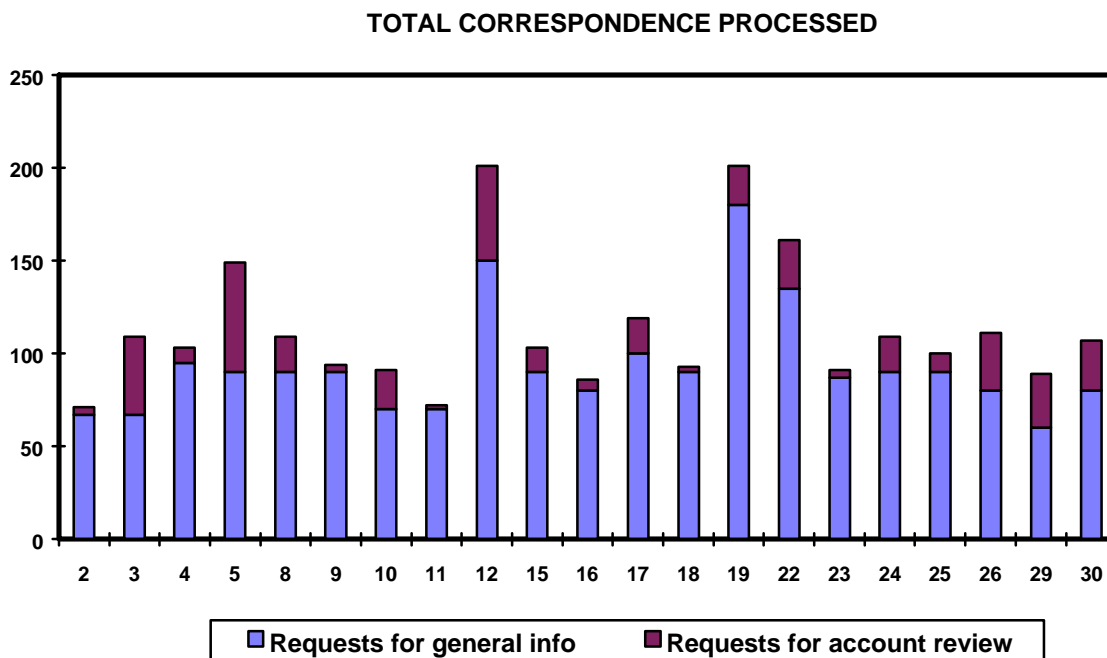


**1.39 % Monthly Average Abandon Rate**

The abandon rate reflects those calls that were terminated by the caller prior to being answered by a Grant Services Representative. The Commission's goal is to have an abandon rate of less than 5%.

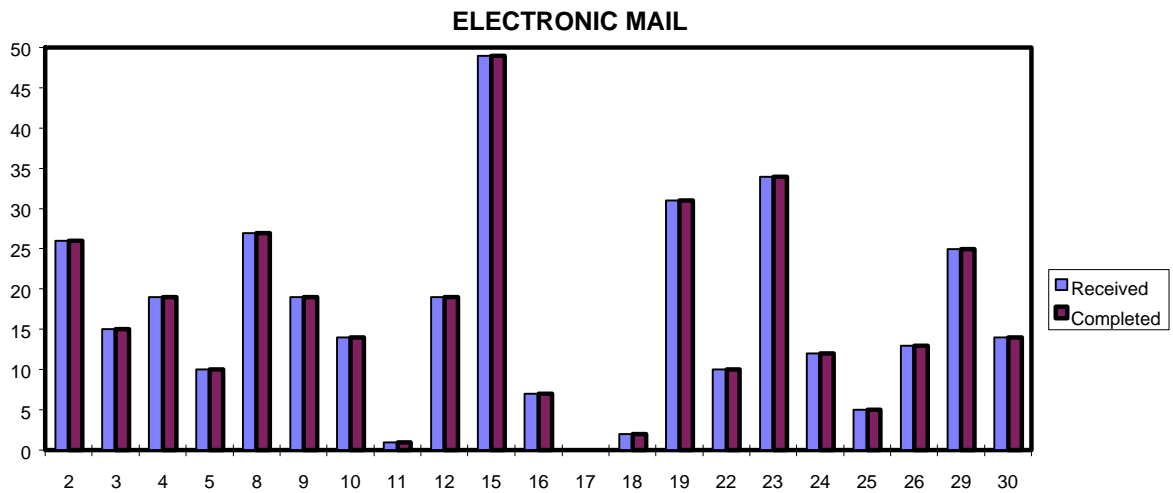
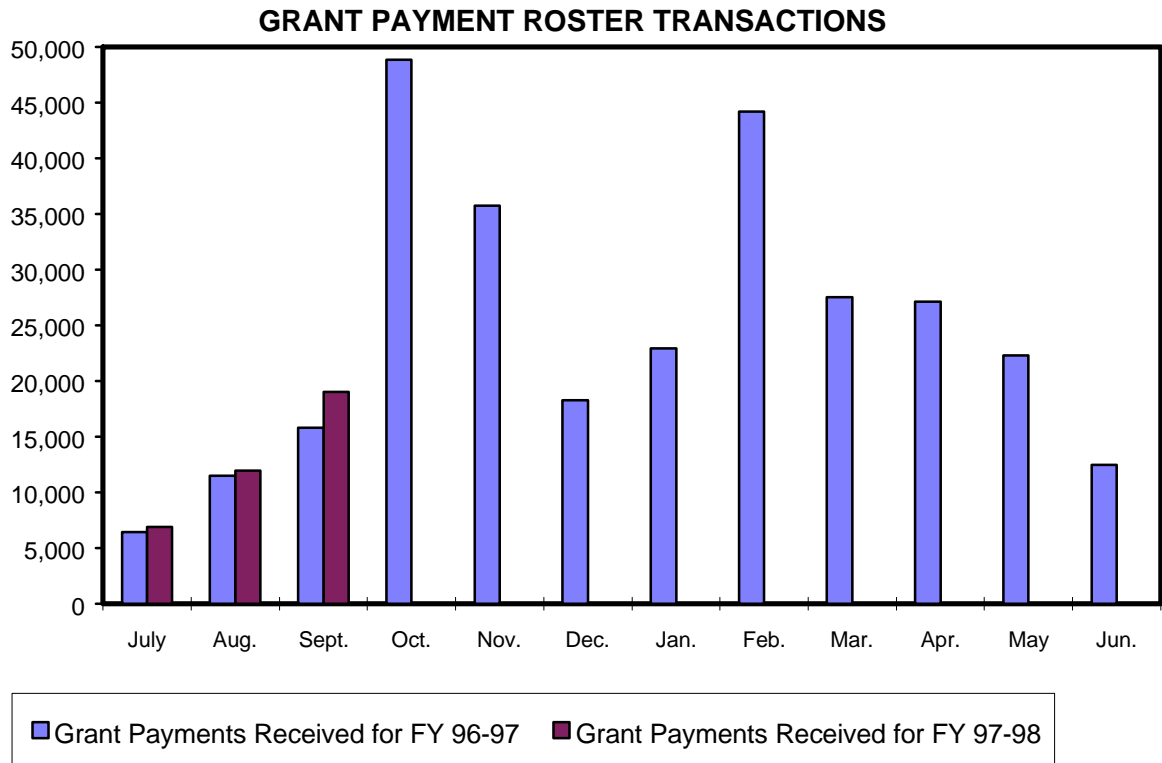


**Total correspondence received: 2,369**



**Total correspondence processed: 2,377**

This number includes correspondence carried forward from prior month. The volume of outstanding correspondence on September 30, 1997 was 203 items.

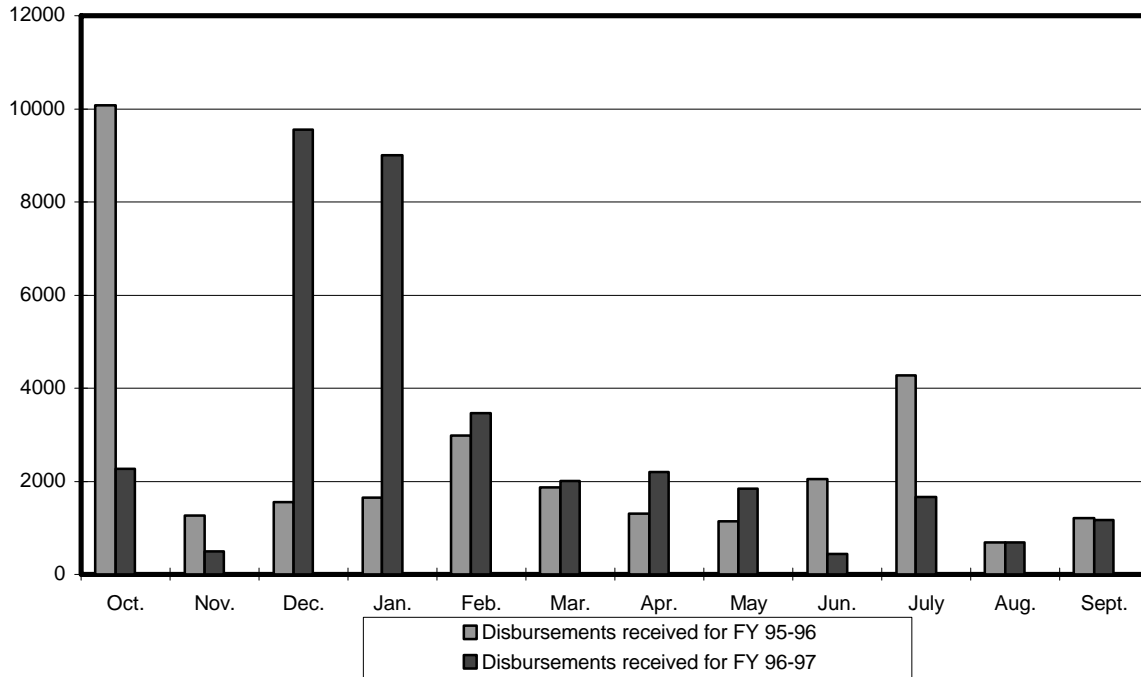


**Total E-mail received: 352**

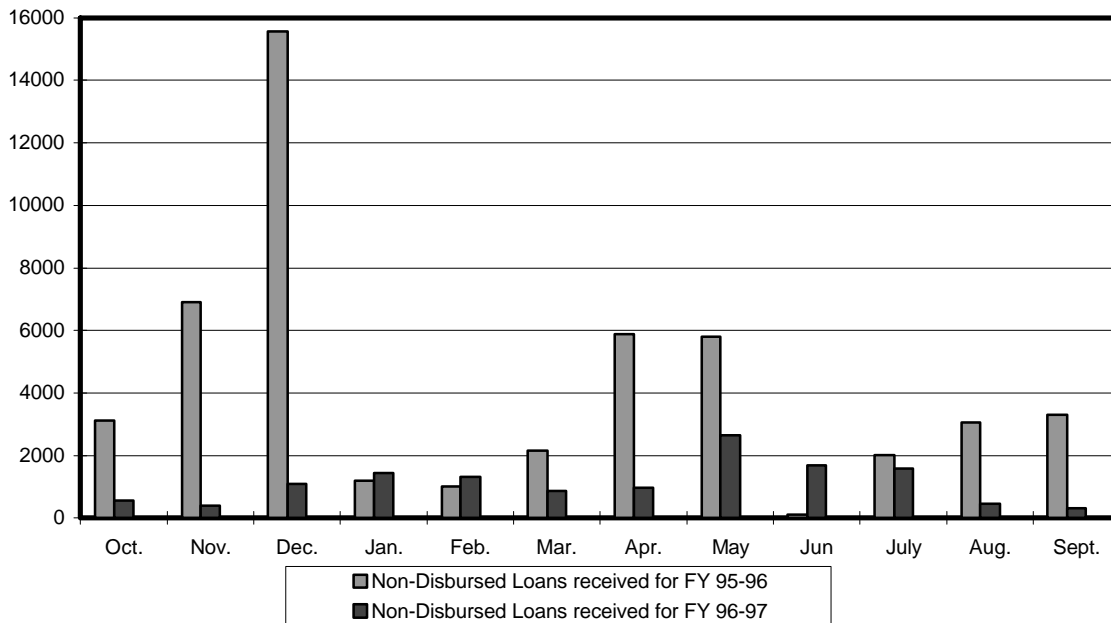
# LOAN OPERATIONS DIVISION

## ORIGINATION AND GUARANTEE SERVICES BRANCH SUMMARY OF MONTHLY ACTIVITY

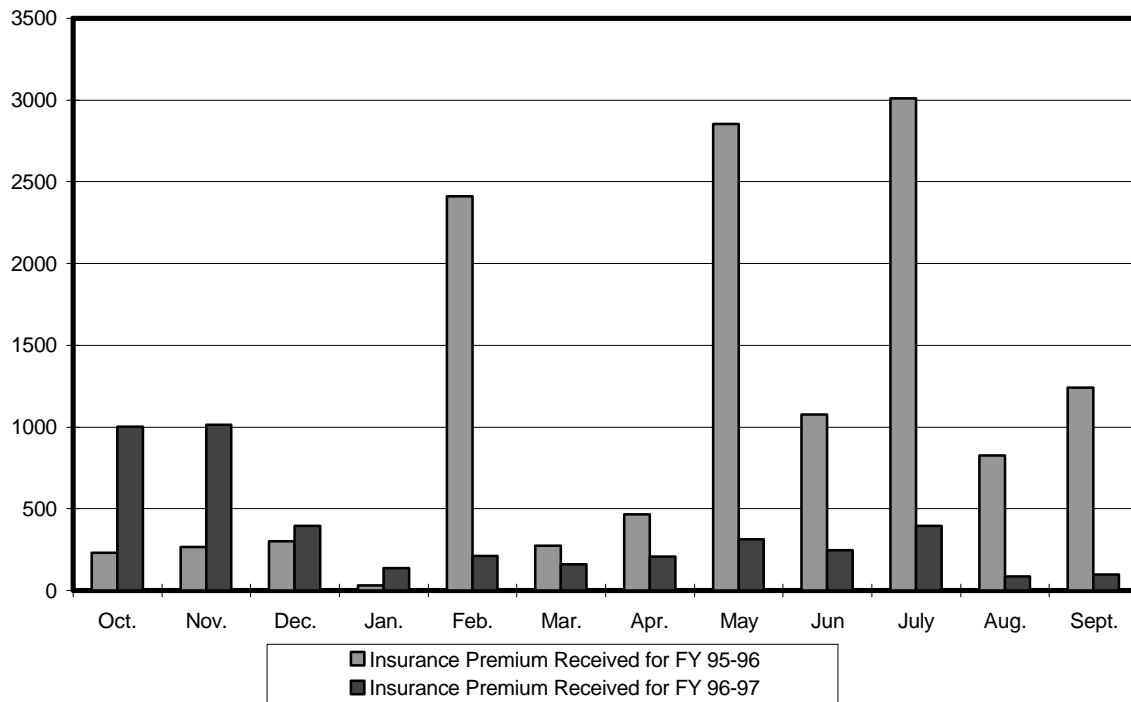
### DISBURSEMENTS RECEIVED



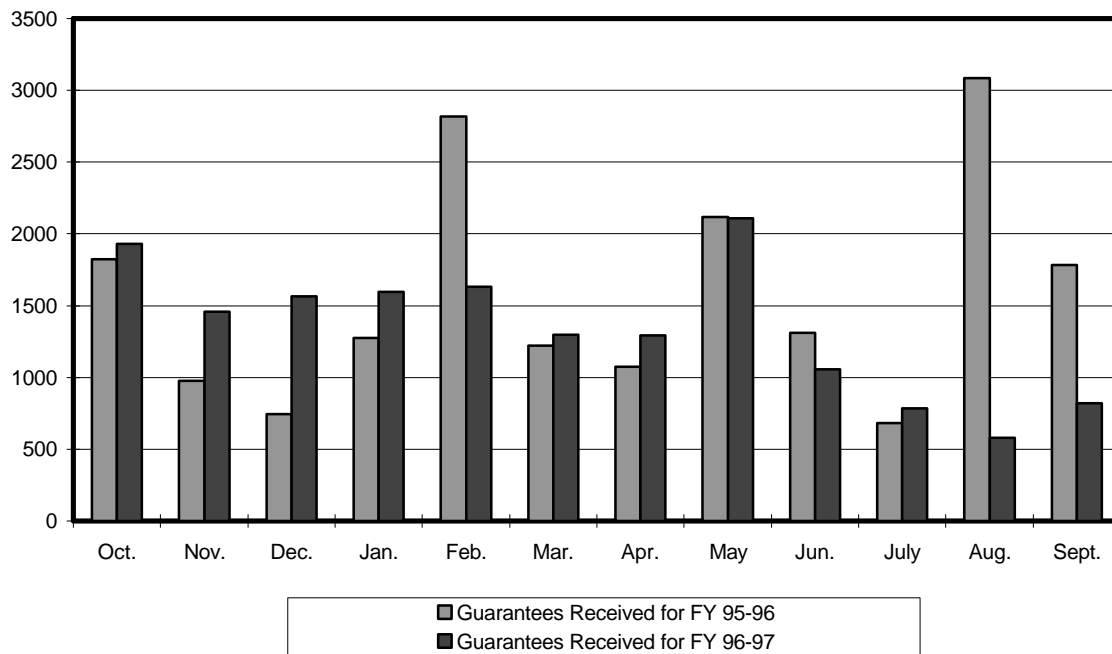
### NON-DISBURSED LOANS RECEIVED



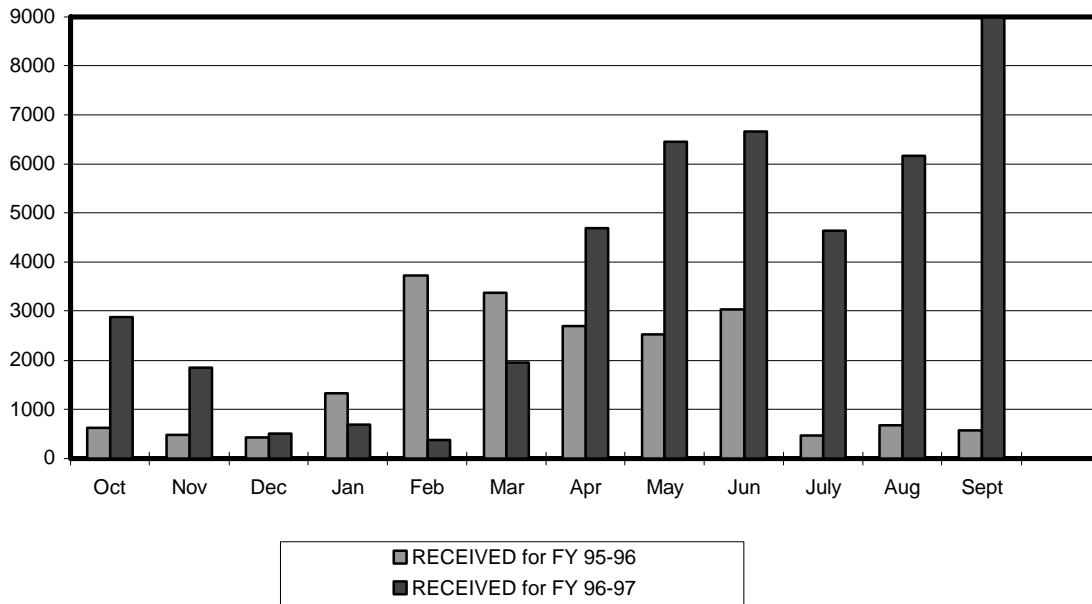
## RESUBMITTED INSURANCE PREMIUM FEES RECEIVED



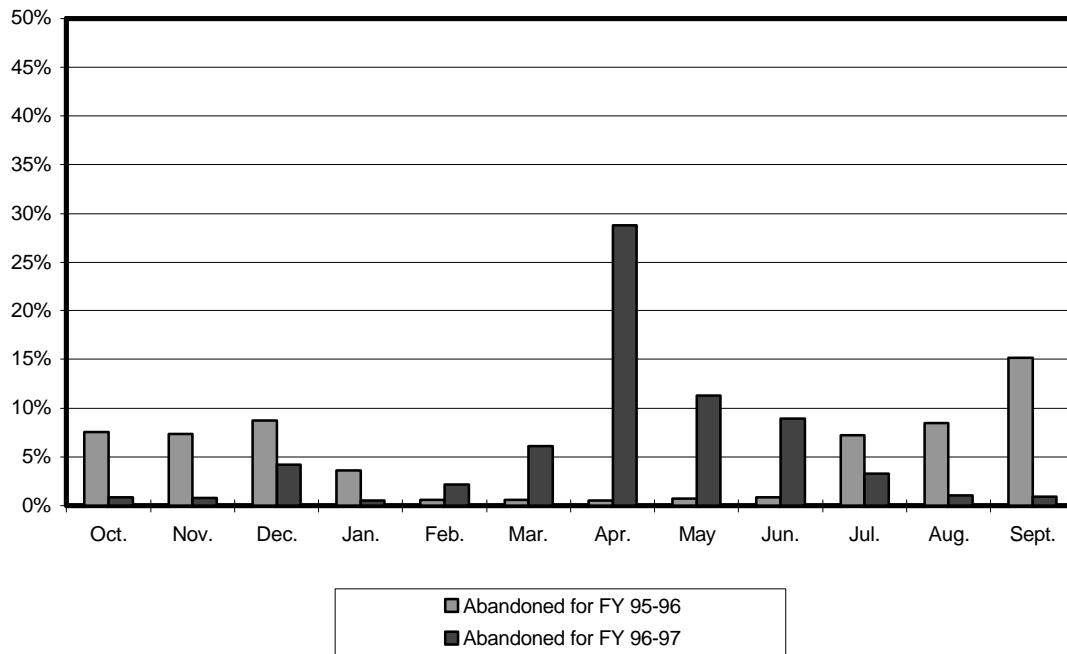
## MANUAL LOAN GUARANTEES RECEIVED



## ORIGINATION AND GUARANTEE CUSTOMER SERVICE CALLS



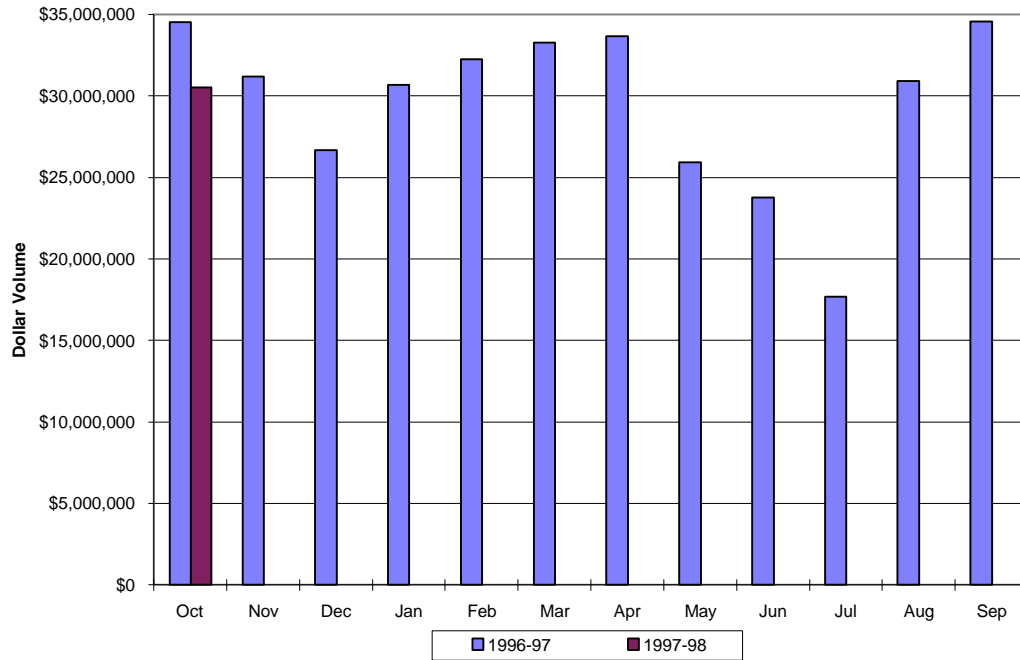
## CALLS ABANDONED



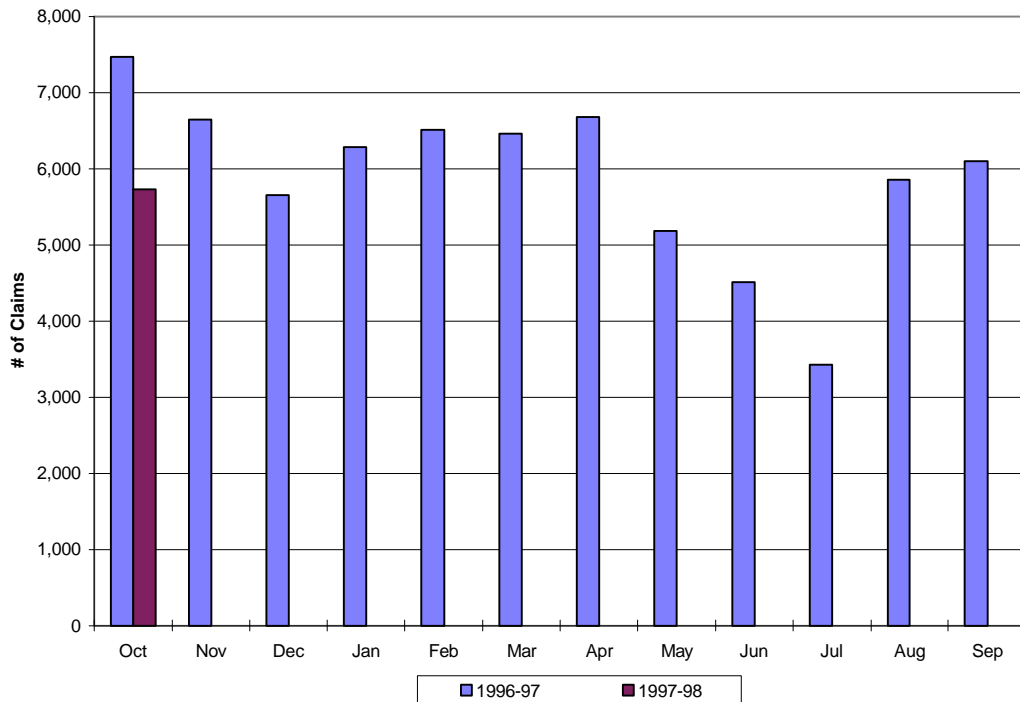
The abandon rate reflects those calls that were terminated by the caller prior to being answered. The Commission's goal is to have an abandon rate of less than 5%.

## DEFAULT PREVENTION AND CLAIMS BRANCH SUMMARY OF MONTHLY ACTIVITY

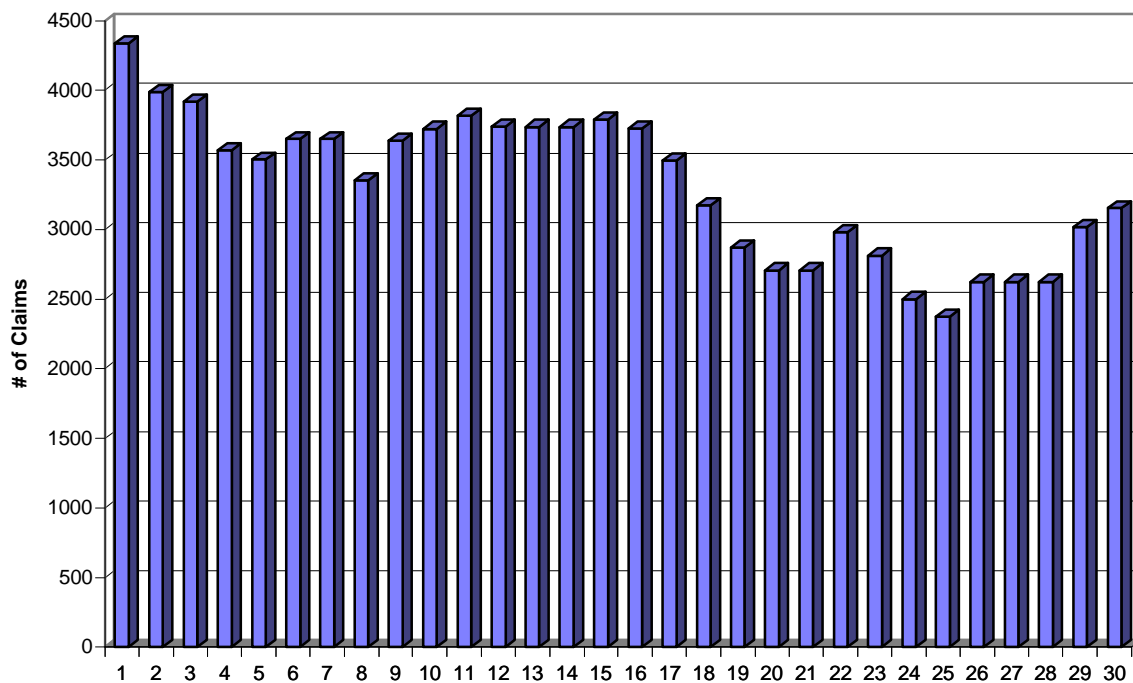
**DOLLAR VALUE OF CLAIMS PAID  
FOR FEDERAL FISCAL YEAR 1996-97 AND 1997-98**



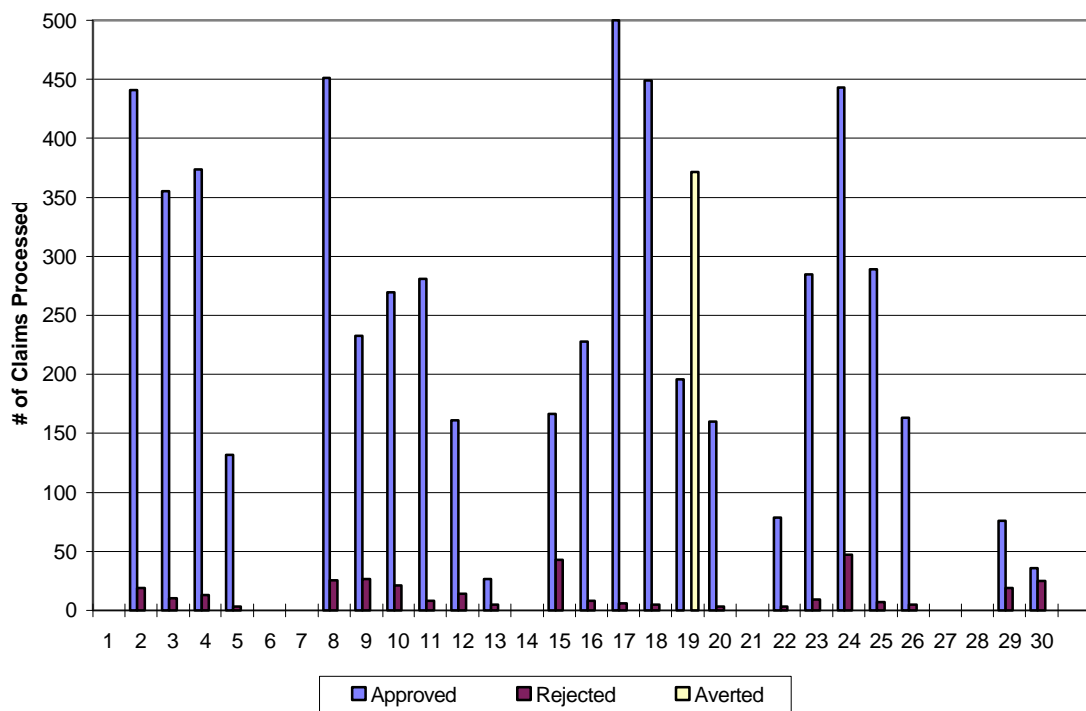
**NUMBER OF CLAIMS PAID  
FOR FEDERAL FISCAL YEAR 1996-97 AND 1997-98**



### DEFAULT CLAIMS INVENTORY



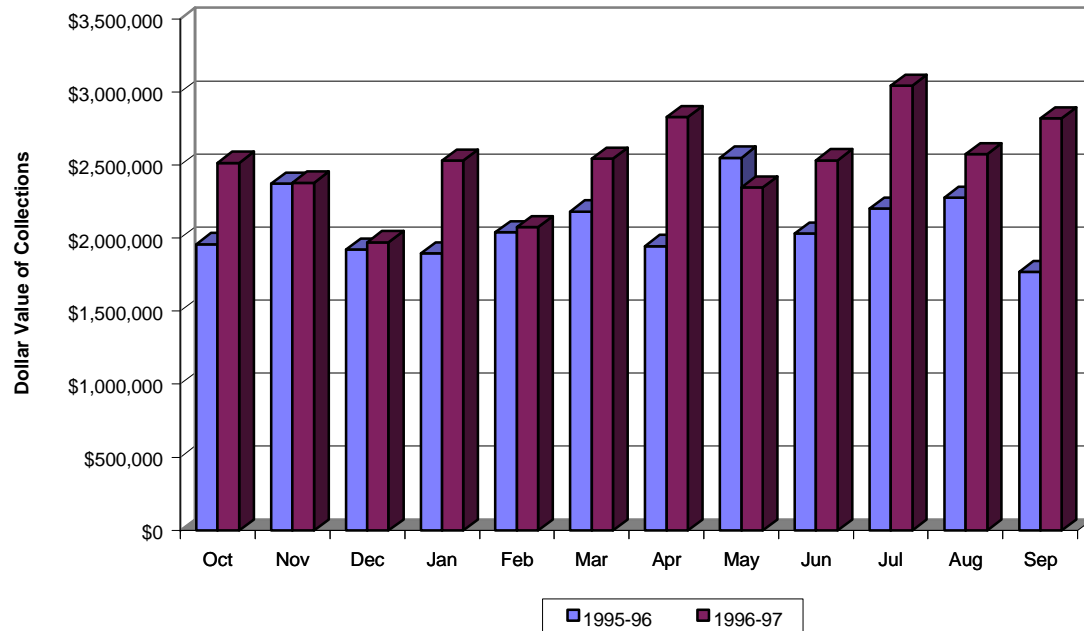
### DEFAULT CLAIMS PROCESSED





# COLLECTIONS BRANCH SUMMARY OF MONTHLY ACTIVITY

INTERNAL COLLECTION VOLUME FOR FEDERAL FISCAL YEAR



TOTAL COLLECTION VOLUME FOR FEDERAL FISCAL YEAR

